



ENVIRONMENTAL HEALTH ADVISORY BOARD MEETING

8:00 a.m. to 9:30 a.m., April 28, 2004

1255 Imperial Avenue, 4th Floor

Conference Room 436

San Diego, CA 92101

Members Present:

Bob Barrios
Mike Chee
Bob Crouch
Arthur Ecker
Dan Elkerton
Ed Heidig
Anthony Manoguerra
Carolyn Powers
Bob Shuster
Malcom Vinji

Members Absent:

Rick Gersberg
David Gomez
Ruth Heifetz
Richard Leap
Jerry Spahn

Others Present:

Gary Erbeck, DEH
Richard Haas, DEH
Jack Miller, DEH
Mark McPherson, DEH
Liz Quaranta, DEH
Ed Slater, DEH
Steve Durham, DEH
Barbara Burgess, Pennant Alliance

I. CALL TO ORDER

Chairman Bob Shuster called the meeting to order at 8:05 a.m.

II. PUBLIC COMMENTS

There were no comments from the public.

III. APPROVAL OF MINUTES FROM PREVIOUS MEETINGS

A motion was carried and seconded to approve the March 24, 2004 Minutes.

IV. SPECIAL DEMONSTRATION – *Barbara Burgess, Pennant Alliance*

- ***Presentation: Interactive Voice Recognition Demonstration (IVR)***

Barbara Burgess gave a demonstration on the IVR system that the County of San Diego and Pennant Alliance developed for the Land Use and Environmental Group. IVR is an automated, speech-enabled system that will provide general information (answers to frequently asked questions), customer specific data, and the ability to complete transactions via telephone access. At the end of the presentation, Barbara disturbed a Customer Survey to EHAB members to fill out and return.

Some of the features of IVR include:

- Web address, locations, directions and hours
- Schedule appointments for building inspections
- Provide status of inspections
- Directory listing for inspectors
- Provide information on "Frequently Asked Questions" for
 - Department of Environmental Health
 - Department of Public Works
 - Department of Planning and Land Use

Benefits of IVR are:

- 1) Speech Enabled Technology - Callers simply "speak" their request(s)
- 2) Not necessary to navigate through complicated touch-tone applications
- 3) Reduce overall call times
- 4) IVR services will be recorded in English and Spanish
- 5) IVR services provided 7 days a week, 24-hours a day

V. FORMULATE MEETING TOPICS FOR 2004

Members discussed meeting topic for 2004 and decided upon the following:

May	West Nile Virus and Chicken Ranches
June	Terrorism: What are the County of San Diego and other agencies' ability to respond?
July	Water Reclamation and Recycled Water
August	No meeting
September	Alternative Systems and Lack of Rainfall
October	Topic to be determined
November	Meeting changed to November 17th – Topic to be determined
December	Meeting held on December 8th to allow time for the completion of the EHAB Annual Report.

VI. DIRECTOR'S REPORT

- Budget
- Vacancy Report – Eleven vacancies. Vacancy Report distributed

VII. ADJOURN

The meeting adjourned at 9:07 a.m.

Next Meeting:
Wednesday, June 23, 2004
8:00 a.m. to 9:30 a.m.
1255 Imperial Avenue, 4th Floor - Conference Room 436,
San Diego, CA